ILHIE ILLINOIS HEALTH INFORMATION EXCHANGE

ILHIE Consumer Education Toolkit

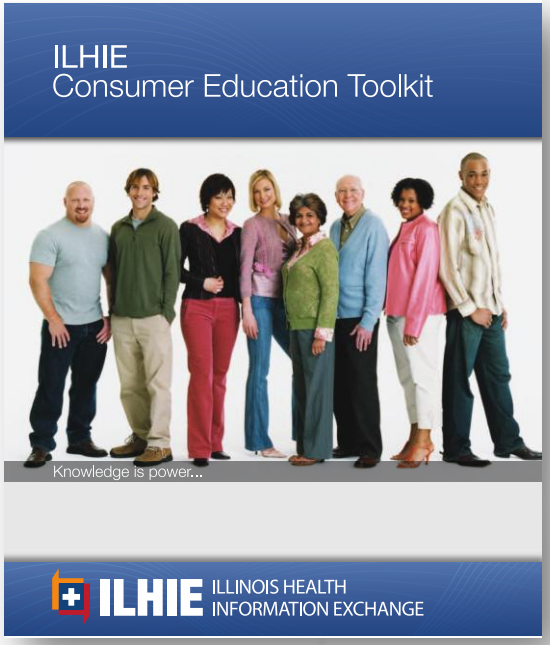
A Webinar for Providers

Presented by: Patricia Joseph, Prospex Consulting and Co-Chair of the ILHIE Consumer Education Workgroup with Danny Kopelson, Communications Specialist, ILHIE

ILHIE Consumer HIE Toolkit

Goals of this presentation

- Appreciate the importance of communicating the benefits of health information technology
- Become familiar with the communication tools and templates you can use to facilitate good communication with consumers
- Learn techniques for how to include these tools into your practice.



Information Technology

- Over the past 20 years our nation has experienced a major change due to computers
  - Surfing the Internet
  - Email
  - Online banking and shopping
  - Smart phones and tablets

Patient Engagement

- **This presentation is designed to introduce you to the communication tools developed to:**
  - Educate your patients about the changing world of health IT
  - How it will impact them
  - Help them to make informed consent decisions

Talking to Your Patients About Health IT

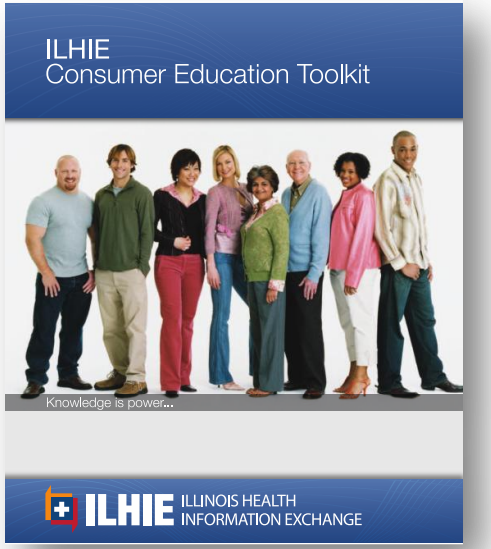
- **As a health care provider, you are likely seeing the direct impact of health IT in your practice**
  - It is important that you educate your patients about how these changes will impact them and how to answer their questions?
  - **The ILHIE Consumer Education Toolkit will help!**

Technology Without Education?

- **Have you explained the benefits of the below health IT efforts to your patients?**
  - Do you have an EHR?
  - Does or will your office e-prescribe?
  - Are there computers now in exam rooms?
  - Do your patients have electronic health records?
  - Do you provide a secure patient portal for communications?
  - Can patients make appointments online?
  - Can patients securely email their providers?
  - Do you send out email appointment reminders?

ILHIE Consumer Education Workgroup

- The Toolkit was developed by the ILHIE Consumer Education Workgroup and reviewed ILHIE's Advisory Committee consisting of leaders in health IT
- Developed to provide health care professionals with simple, informative materials to share with their patients to better understand health IT, empower them to connect and be more proactive in their health



What's in the Toolkit

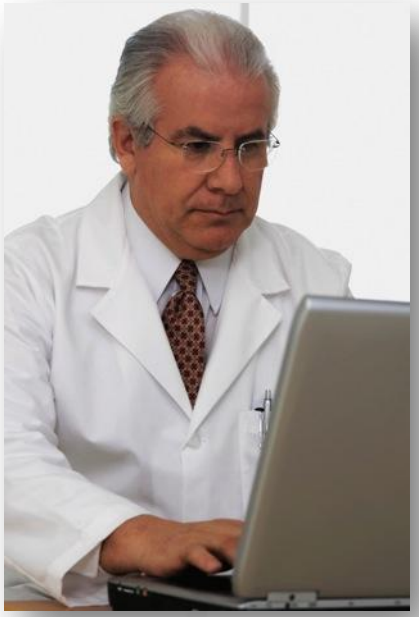
- **Highlights**
  - Frequently Asked Questions
  - Explanation of the basics of electronic health records
  - Benefits of electronic health records
  - Case Studies – stories
  - Videos
  - Spanish and English
  - Information for patients/consumers and health care providers

Materials for Consumers
Frequently Asked Questions

- **Health IT can be confusing, we hope the FAQ will help to better understand the basics of health IT**
  - What is health IT?
  - Paper records are hard to share with other providers especially in an emergency
  - Health IT uses computers and communication systems to store and securely exchange health records

Materials for Consumers
Frequently Asked Questions

- **What are Electronic Health Records (EHR's)?**
  - A secure electronic version of a patient's medical history including much of the same information as in paper files that can be shared



Materials for Consumers
Frequently Asked Questions

- **An EHR includes information about a patient's health such as:**
  - Medical History
  - Diagnosis
  - Medications
  - Allergies
  - Radiology Images
  - Lab Tests and Results
  - Immunization Dates

Materials for Consumers
Frequently Asked Questions

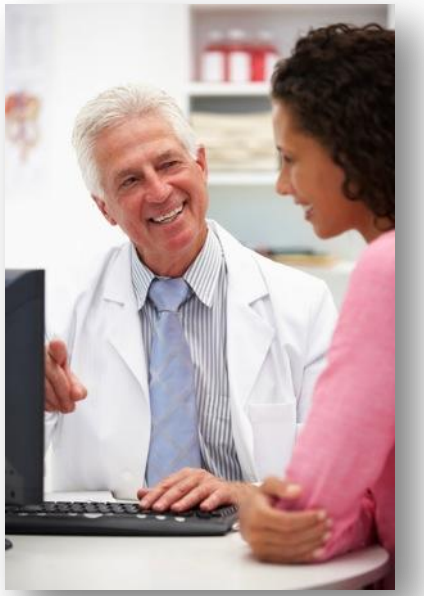
- **What is Health Information Exchange (HIE)?**
  - Communication system that enables your primary care physician, specialists, hospitals and labs to securely share your electronic health records

Materials for Consumers
Frequently Asked Questions

- **What are Some of the Benefits of Health Information Exchange (HIE)?**
  - Better informed decisions about your care
  - Save your life in an emergency
  - Less forms to fill out
  - Stored in a safe and secure system within providers EHRs
  - Fewer repeated tests
  - Lowers the cost of health care

Health IT
Makes Health Care Easier

- **Health IT can make patient communications much easier**
  - Faster and Safer Prescriptions
  - Less Paperwork
  - Fewer Medical Tests
  - Health Care Reminders
  - Greater Access to Information



HIE and Health Care Quality

- The promise of EHRs is a single complete record that includes all health information that is up-to-date and in the hands of your doctor or you when needed
- Makes doctors more knowledgeable about you and better able to make decisions about your health

Privacy and Security

- **Federal laws require that health insurance companies and most health care have policies, practices and safeguards in place to protect your information**
  - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy, Security and Breach Notification Rules are the primary Federal laws requiring such protections for your health information

Privacy and Security

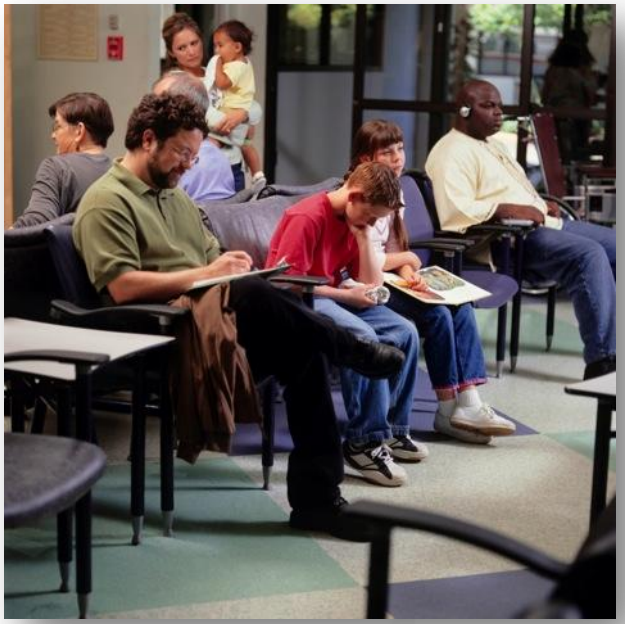
- **Safeguards to Protect Your Health Information**
  - The Security Rule requires that your electronic health information is kept secure with administrative, technical, and physical safeguards.
  - These safeguards are designed to make sure that only the right people have access to your information.

Materials for Consumers AND Health Care Providers

- **Also included in the Toolkit**
  - Health IT True Stories
  - *Health IT for You* Video – Spanish/English
  - Info-graphic about EHR's *How They Connect You and Your Doctor*
  - General Information Flyer

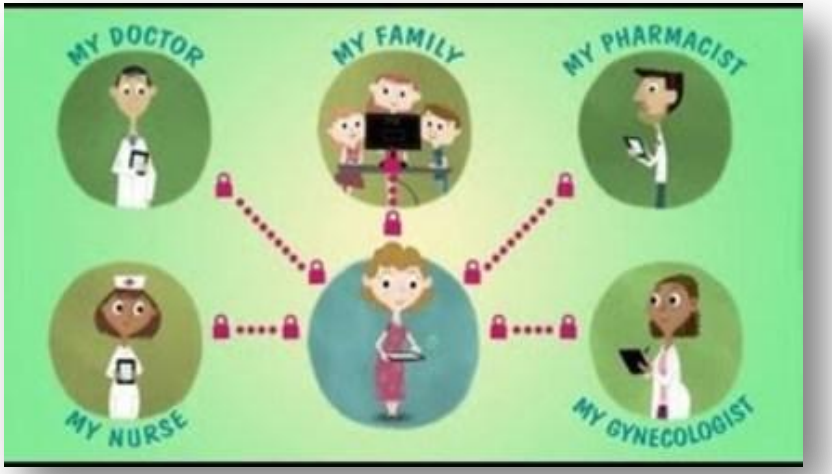
Health IT
True Stories

- Read true stories of how health IT tools helped (or could have helped) Illinois residents.



Health IT for You Video

- View this video and learn more about the benefits of health IT and how online, secure access to your health records can help ensure that you and your family gets the best possible care presented at a basic level that is easy to understand



EHR's "How They Connect You and Your Doctors" Graphic

- View this easy-to-understand graphic and learn about many benefits for you and your doctor when you share your medical records more effectively and quickly with other doctors

Health IT General Information Flyer

- Learn more about what health information exchange (HIE) means for patients, providers and policy makers

Electronic Health Records
How Do They Benefit Me?

How many times have you been asked for your medical history? How many medications, doses, lab tests or treatments can you remember?

With your consent, electronic health information exchange will allow doctors, nurses, pharmacists and other health care providers to securely access your complete up-to-date medical information electronically before you arrive for your appointment. This will alleviate the need for you to provide this information over and over again and reduce the likelihood that you will have unnecessary tests or be prescribed medications that don't work or could cause harm.

What is Happening in Illinois?

To jumpstart how patient health information can be shared quickly among health providers to improve patient care, Illinois created the Illinois Health Information Exchange.

The Exchange is a secure electronic network that allows authorized providers to send and receive vital patient information quickly and in compliance with state and federal law.

More information, visit HIE.Illinois.gov

The secure and efficient transfer of patients' medical information is beneficial for everyone:

What Health Exchange Means for Patients

If your health care providers have electronic access to your medical records before you arrive in their office, you'll benefit from:

- Improved communications, greater safety and better care because they have your complete and accurate medical history.
- Less paperwork, many more conveniences and more time together with your doctor

What Health Exchange Means for Health Care Providers

Securely sharing updated, electronic patient information with other providers enables you to:

- Access and securely share a patient's medical history no matter where they are receiving care – improve coordination of care, reduce administrative costs, save on storage, paper, faxes, toner and shredders, receive patient information quickly in real-time, while allowing you to spend more time with your patients.
- Eligible professionals and hospitals may also qualify for Medicare and Medicaid incentive payments. For more information visit HIE.Illinois.gov

What Health Exchange Means for Policymakers

Higher quality, more efficient health care through health information exchange helps to:

- Improve health care quality and outcomes, control the cost of health care, maximize federal health information technology funding in Illinois and for its care providers
- Enhance public health and disease surveillance, help reduce disparities

Materials for **Providers**
Talking to Your Patient About EHR's

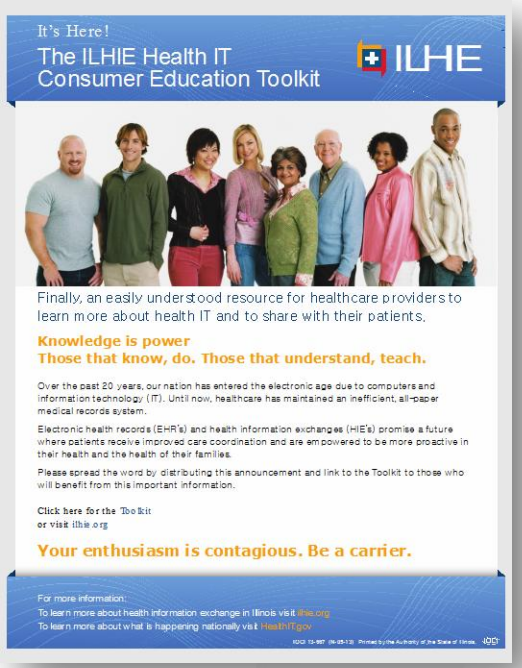
- **Benefits of sharing information**
  - Engage patients in their care
  - Take the mystery out of these new systems

Versions of the Toolkit

- Consumers in English
- Consumers in Spanish
- Providers in English
- Providers in Spanish
- Word Version in English
  for cutting, pasting, editing at will

Using the Toolkit

- Send out the Single Page Promotional Piece with the hyperlink of the Toolkit to your organization's providers



Using the Toolkit

- Post the Toolkit and videos on your **website**

Using the Toolkit

- Include health IT information and links to the Toolkit in your provider and consumer newsletters

Using the Toolkit

- Play this webinar in a Lunch and Learn, review the Toolkit as a group and generate ideas of how the information can benefit your patients and your business

Consumer Education Toolkit

- **You are on the Frontline**
  - **You** are essential to integrating health IT into your practice
  - **You** play an important role in integrating Health IT into the practice
  - **You** will be called on to answer questions and to educate your patients about health IT and how these changes impact their lives

Resources

- Illinois Health Information Exchange (ILHIE)
  - ilhie.org
- Office of the National Coordinator for Health IT (ONC)
  - healthIT.gov
- Danny.Kopelson@illinois.gov